

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

ANNUAL COMPLIANCE REVIEW, 2016

Docket No. ACR2016

RESPONSES OF THE UNITED STATES POSTAL SERVICE TO  
QUESTIONS 1-6 AND 10 OF CHAIRMAN'S INFORMATION REQUEST NO. 4

The United States Postal Service hereby provides its responses to the above-listed questions of Chairman's Information Request No. 4, issued on January 11, 2017. Each question is stated verbatim and followed by the response. Responses to Questions 7-9 are still being prepared.

Respectfully submitted,  
UNITED STATES POSTAL SERVICE  
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1. Please detail what the Network Operation Control Centers currently in operation do "to track processing and transportation across the nation in near-real time."<sup>1</sup>

**RESPONSE:**

The command centers leverage data to work with processing facilities during the actual operational windows. These data also enable the command centers to identify and mitigate issues that could negatively affect service by making near real-time adjustments in order to achieve operational commitments.

See the file Weekly Trend.pdf, filed under seal as part of USPS-FY16-NP32 in this docket. That file shows two examples of visualizations of package volumes (including competitive packages) that the command centers use to track performance at the national and processing facility level.

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<sup>1</sup> Library Reference USPS-FY16-29, December 29, 2016, "FY16-29 Service Performance Report.pdf" at 9-10.

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2. The Postal Service reports its continued use of “the WIP [Work in Process] cycle time locally to identify locations and operations where the time between arrival and bundle-to-piece distribution is outside of control and working to standardize the operations involved.” *Id.* at 21.
- a. Please confirm that the definition of “out of control” as used in Library Reference USPS-FY16-29 remains the same as the Postal Service’s response to Docket No. ACR2015, Responses of the United States Postal Service to Questions 15-26 of Chairman’s Information Request No. 2, January 19, 2016, question 26.a. If not confirmed, please explain any differences.
  - b. Please detail which operations have been standardized in FY 2015 and FY 2016 and how each standardized operation will improve service performance results.

**RESPONSE:**

- a. Confirmed; the definition of “out of control” has the same meaning for responses in both documents.
- b. Throughout the network, the Postal Service is continuously working toward standardizing and streamlining the flow of mail from acceptance (arrival), through the bundle distribution process and continuing on through the single-piece distribution process. By standardizing these processes, cycle time, which is a contributor to service performance, is anticipated to improve.

Activities within these processes include actual scanning (acceptance) of mail to ensure the proper starting of the cycle time clock and the proper staging sequence of mail awaiting bundle-sort and bundle to piece sort distribution. The Postal Service refers to this staging process as First-in-First-Out (FIFO) staging. The FIFO staging helps to ensure that mail is

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processed in proper sequence, thereby providing an accurate stop for the clock scan and ending the cycle time.

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3. The Postal Service states that “[t]he mail characteristics of [Bound Printed Matter (BPM) Flats] are not generally compatible with flat or package sorting equipment.” Library Reference USPS–FY16–29, “FY16-29 Service Performance Report.pdf” at 24-25.
- a. Please state the volume and percentage of BPM Flats that were manually processed in FY 2015 and FY 2016.
  - b. Please provide the volume and percentage of BPM Flats that were entered at automation prices in FY 2015 and FY 2016.
  - c. The Postal Service states that “under current regulations, non-automated and automated BPM flats can be comingled which results in machinable pieces potentially being handled manually.” *Id.* at 25. Please provide an estimate of the volume of BPM Flats entered at automation prices and comingled with non-automation BPM Flats that were manually processed in FY 2015 and FY 2016.

**RESPONSE:**

- a. The Postal Service does not track the volume or percentage of BPM Flats which are processed manually.
- b. There are no price distinctions in Bound Printed Matter Flats that would differentiate automation from non-automation mail. There are also no distinctions in the data submitted in mailing statements and, therefore, no ratios of automation and non-automation mail. The same applies to the volume of non-automation mail comingled with automation mail.
- c. The Postal Service does not separately track the volume of automated or non-automated BPM that is processed manually.

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4. Please detail the status and state the estimated timeframe to complete nationwide implementation of the Tray Consolidation Initiative.<sup>2</sup>

**RESPONSE:**

Tray consolidation is an ongoing initiative with a goal of continuous improvement.

Accordingly, there is no specific date identified for nationwide implementation.

The entire network of letter mail processing plants is already engaged in various elements of the tray consolidation initiative.

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<sup>2</sup> See Docket No. ACR2015, Second Response of the United States Postal Service to Commission Requests for Additional Information in the FY 2015 Annual Compliance Determination, Service Improvement Plan, June 27, 2016, at 8 (Service Response).

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5. The Postal Service reports the Managed Mail Program (MMP) WIP cycle times, disaggregated by District, and a list of facilities with above average MMP WIP cycle times for October 1, 2015, through June 21, 2016. Service Response at 32-36. Please provide this information for the remainder of FY 2016. Please use the response format in Appendices E and F. *Id.* at 32, 34.

**RESPONSE:**

The MMP work-in-progress (WIP) cycle time is shown below, as measured from origin to primary destination processing. For FY 2016, the national average cycle time was 26.65 hours. The requested data are contained in the tables that follow:

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## **MMP Cycle Time Report FY: 2016, MODS Date: 10/01/15 - 09/30/16**

Origination	Destination Area	Destination District	Average Cycle Time (Hours)
NATIONAL	CAPITAL METRO	ATLANTA	23.48
NATIONAL	CAPITAL METRO	BALTIMORE	24.25
NATIONAL	CAPITAL METRO	CAPITAL	31.89
NATIONAL	CAPITAL METRO	GREATER S CAROLINA	28.40
NATIONAL	CAPITAL METRO	GREENSBORO	23.94
NATIONAL	CAPITAL METRO	MID-CAROLINAS	22.33
NATIONAL	CAPITAL METRO	NORTHERN VIRGINIA	27.65
NATIONAL	CAPITAL METRO	RICHMOND	27.00
NATIONAL	EASTERN	APPALACHIAN	26.10
NATIONAL	EASTERN	CENTRAL PENNSYLVANIA	24.58
NATIONAL	EASTERN	EASTERN AREACUS	68.43
NATIONAL	EASTERN	KENTUCKIANA	34.27
NATIONAL	EASTERN	NORTHERN OHIO	23.69
NATIONAL	EASTERN	OHIO VALLEY	32.10
NATIONAL	EASTERN	PHILADELPHIA	31.47
NATIONAL	EASTERN	SOUTH JERSEY	27.22
NATIONAL	EASTERN	TENNESSEE	35.37
NATIONAL	EASTERN	WESTERN NEW YORK	34.93
NATIONAL	EASTERN	WESTERN PENNSYLVANIA	26.41
NATIONAL	GREAT LAKES	CENTRAL ILLINOIS	24.00
NATIONAL	GREAT LAKES	CHICAGO	29.92
NATIONAL	GREAT LAKES	DETROIT	24.21
NATIONAL	GREAT LAKES	GATEWAY	23.47
NATIONAL	GREAT LAKES	GREATER INDIANA	24.48
NATIONAL	GREAT LAKES	GREATER MICHIGAN	23.05
NATIONAL	GREAT LAKES	LAKELAND	23.17
NATIONAL	NORTHEAST	ALBANY	23.26
NATIONAL	NORTHEAST	CARIBBEAN	54.15
NATIONAL	NORTHEAST	CONNECTICUT VALLEY	19.98
NATIONAL	NORTHEAST	GREATER BOSTON	20.85
NATIONAL	NORTHEAST	LONG ISLAND	17.34
NATIONAL	NORTHEAST	NEW YORK CITY	23.94
NATIONAL	NORTHEAST	NORTHEAST AREACUS	27.48
NATIONAL	NORTHEAST	NORTHERN NEW ENGLAND	25.59
NATIONAL	NORTHEAST	NORTHERN NEW JERSEY	26.90
NATIONAL	NORTHEAST	TRIBORO	19.34
NATIONAL	NORTHEAST	WESTCHESTER	20.79



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Origination	Destination Area	Destination District	Average Cycle Time (Hours)
NATIONAL	PACIFIC	BAY-VALLEY	28.33
NATIONAL	PACIFIC	HONOLULU	21.78
NATIONAL	PACIFIC	LOS ANGELES	22.41
NATIONAL	PACIFIC	SACRAMENTO	26.93
NATIONAL	PACIFIC	SAN DIEGO	30.60
NATIONAL	PACIFIC	SAN FRANCISCO	32.27
NATIONAL	PACIFIC	SANTA ANA	25.19
NATIONAL	PACIFIC	SIERRA COASTAL	25.23
NATIONAL	SOUTHERN	ALABAMA	22.63
NATIONAL	SOUTHERN	ARKANSAS	37.72
NATIONAL	SOUTHERN	DALLAS	26.44
NATIONAL	SOUTHERN	FORT WORTH	26.45
NATIONAL	SOUTHERN	GULF ATLANTIC	28.65
NATIONAL	SOUTHERN	HOUSTON	24.09
NATIONAL	SOUTHERN	LOUISIANA	30.67
NATIONAL	SOUTHERN	MISSISSIPPI	31.69
NATIONAL	SOUTHERN	OKLAHOMA	30.96
NATIONAL	SOUTHERN	RIO GRANDE	30.57
NATIONAL	SOUTHERN	SOUTH FLORIDA	26.36
NATIONAL	SOUTHERN	SUNCOAST	29.85
NATIONAL	WESTERN	ALASKA	35.45
NATIONAL	WESTERN	ARIZONA	31.15
NATIONAL	WESTERN	CENTRAL PLAINS	35.73
NATIONAL	WESTERN	COLO./WYOMING	29.94
NATIONAL	WESTERN	DAKOTAS	38.55
NATIONAL	WESTERN	HAWKEYE	27.96
NATIONAL	WESTERN	MID-AMERICA	21.91
NATIONAL	WESTERN	NEVADA-SIERRA	27.32
NATIONAL	WESTERN	NORTHLAND	32.38
NATIONAL	WESTERN	PORTLAND	30.09
NATIONAL	WESTERN	SALT LAKE CITY	38.65
NATIONAL	WESTERN	SEATTLE	31.91
<b>NATIONAL</b>	<b>NATIONAL</b>	<b>NATIONAL TOTAL</b>	<b>26.65</b>

*Source: MIRS MMP Cycle Time Report*

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Facilities with above average MMP WIP cycle time are shown below, as measured from origin to primary processing.

### Facilities With Above Average MMP Cycle Time FY: 2016, MODS Date: 10/01/15 - 09/30/16

Origination	Destination Area	Destination District	Destination Facility
NATIONAL	CAPITAL METRO	ATLANTA	PEACHTREE GA P&DC
NATIONAL	CAPITAL METRO	BALTIMORE	EASTERN SHORE MD P&DF
NATIONAL	CAPITAL METRO	CAPITAL	CURSEEN/MORRIS P&DC
NATIONAL	CAPITAL METRO	CAPITAL	SOUTHERN MD P&DC
NATIONAL	CAPITAL METRO	CAPITAL	SUBURBAN MD P&DC
NATIONAL	CAPITAL METRO	GREATER S CAROLINA	CHARLESTON SC P&DF
NATIONAL	CAPITAL METRO	GREATER S CAROLINA	COLUMBIA SC P&DC
NATIONAL	CAPITAL METRO	GREENSBORO	ROCKY MOUNT NC P&DF
NATIONAL	CAPITAL METRO	MID-CAROLINAS	MID-CAROLINA NC P&DC
NATIONAL	CAPITAL METRO	NORTHERN VIRGINIA	MERRIFIELD VA P&DC
NATIONAL	CAPITAL METRO	RICHMOND	RICHMOND VA P&DC_1
NATIONAL	EASTERN	APPALACHIAN	CHARLESTON WV P&DC
NATIONAL	EASTERN	CENTRAL PENNSYLVANIA	LANCASTER PA P&DC
NATIONAL	EASTERN	CENTRAL PENNSYLVANIA	LEHIGH VALLEY PA P&DF
NATIONAL	EASTERN	CENTRAL PENNSYLVANIA	SCRANTON PA P&DF
NATIONAL	EASTERN	EASTERN AREACUS	PENNWOOD PLACE PA P&DC
NATIONAL	EASTERN	KENTUCKIANA	EVANSVILLE IN MPA
NATIONAL	EASTERN	KENTUCKIANA	LEXINGTON KY P&DC
NATIONAL	EASTERN	KENTUCKIANA	LOUISVILLE KY P&DC
NATIONAL	EASTERN	NORTHERN OHIO	TOLEDO OH P&DC
NATIONAL	EASTERN	OHIO VALLEY	CINCINNATI OH P&DC
NATIONAL	EASTERN	OHIO VALLEY	COLUMBUS OH FSS ANNEX
NATIONAL	EASTERN	OHIO VALLEY	COLUMBUS OH P&DC
NATIONAL	EASTERN	OHIO VALLEY	DAYTON OH P&DC
NATIONAL	EASTERN	PHILADELPHIA	PHILADELPHIA P&DC
NATIONAL	EASTERN	SOUTH JERSEY	DELAWARE P&DC
NATIONAL	EASTERN	SOUTH JERSEY	SOUTH JERSEY P&DC
NATIONAL	EASTERN	TENNESSEE	CHATTANOOGA TN P&DC
NATIONAL	EASTERN	TENNESSEE	JOHNSON CITY TN P&DF
NATIONAL	EASTERN	TENNESSEE	KNOXVILLE TN P&DC
NATIONAL	EASTERN	TENNESSEE	MEMPHIS TN P&DC
NATIONAL	EASTERN	TENNESSEE	NASHVILLE TN P&DC
NATIONAL	EASTERN	WESTERN NEW YORK	BUFFALO NY P&DC
NATIONAL	EASTERN	WESTERN NEW YORK	NORTHWEST ROCHESTER NY P&DC
NATIONAL	EASTERN	WESTERN NEW YORK	ROCHESTER NY P&DC
NATIONAL	EASTERN	WESTERN PENNSYLVANIA	ALTOONA PA P&DF
NATIONAL	EASTERN	WESTERN PENNSYLVANIA	ERIE PA P&DC
NATIONAL	EASTERN	WESTERN PENNSYLVANIA	PITTSBURGH PA P&DC
NATIONAL	GREAT LAKES	CENTRAL ILLINOIS	FOX VALLEY IL P&DC
NATIONAL	GREAT LAKES	CENTRAL ILLINOIS	PEORIA IL P&DF
NATIONAL	GREAT LAKES	CHICAGO	CARDISS COLLINS IL P&DC
NATIONAL	GREAT LAKES	GATEWAY	MID MISSOURI MO P&DF
NATIONAL	GREAT LAKES	GATEWAY	SPRINGFIELD IL P&DC
NATIONAL	GREAT LAKES	GREATER INDIANA	FORT WAYNE IN P&DC
NATIONAL	GREAT LAKES	GREATER INDIANA	GARY IN P&DC
NATIONAL	GREAT LAKES	GREATER INDIANA	MUNCIE IN P&DF
NATIONAL	GREAT LAKES	GREATER INDIANA	SOUTH BEND IN P&DF
NATIONAL	GREAT LAKES	GREATER MICHIGAN	GRAND RAPIDS MI ANNEX
NATIONAL	GREAT LAKES	GREATER MICHIGAN	TRAVERSE CITY MI P&DF
NATIONAL	GREAT LAKES	LAKELAND	WAUSAU WI P&DF

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Origination	Destination Area	Destination District	Destination Facility
NATIONAL	NORTHEAST	CARIBBEAN	SAN JUAN PR P&DC
NATIONAL	NORTHEAST	CONNECTICUT VALLEY	PROVIDENCE RI P&DC
NATIONAL	NORTHEAST	CONNECTICUT VALLEY	SOUTHERN CT P&DC
NATIONAL	NORTHEAST	CONNECTICUT VALLEY	SPRINGFIELD MA P&DC
NATIONAL	NORTHEAST	NEW YORK CITY	BRONX NY P&DC
NATIONAL	NORTHEAST	NORTHEAST AREACLS	NEW JERSEY NJ IMF
NATIONAL	NORTHEAST	NORTHEAST AREACLS	NY ISC-JFK
NATIONAL	NORTHEAST	NORTHERN NEW ENGLAND	BURLINGTON VT P&DF
NATIONAL	NORTHEAST	NORTHERN NEW ENGLAND	EASTERN MAINE P&DF
NATIONAL	NORTHEAST	NORTHERN NEW ENGLAND	SOUTHERN MAINE P&DC
NATIONAL	NORTHEAST	NORTHERN NEW ENGLAND	WHITE RIVER JUNCTION VT P&DC
NATIONAL	NORTHEAST	NORTHERN NEW JERSEY	NORTHERN NJ METRO P&DC
NATIONAL	NORTHEAST	WESTCHESTER	MID HUDSON NY P&DC
NATIONAL	PACIFIC	BAY-VALLEY	OAKLAND CA P&DC
NATIONAL	PACIFIC	BAY-VALLEY	SAN JOSE CA P&DC
NATIONAL	PACIFIC	HONOLULU	BARRIGADA GU
NATIONAL	PACIFIC	SACRAMENTO	FRESNO CA P&DC
NATIONAL	PACIFIC	SACRAMENTO	REDDING CA PO
NATIONAL	PACIFIC	SAN DIEGO	ML SELLERS CA P&DC
NATIONAL	PACIFIC	SAN DIEGO	SAN BERNARDINO CA P&DC
NATIONAL	PACIFIC	SAN FRANCISCO	NORTH BAY CA P&DC
NATIONAL	PACIFIC	SAN FRANCISCO	SAN FRANCISCO CA P&DC
NATIONAL	PACIFIC	SANTA ANA	INDUSTRY CA P&DC
NATIONAL	PACIFIC	SIERRA COASTAL	BAKERSFIELD CA P&DC
NATIONAL	PACIFIC	SIERRA COASTAL	VAN NUYS CA FSS ANNEX
NATIONAL	SOUTHERN	ALABAMA	BIRMINGHAM AL ANNEX
NATIONAL	SOUTHERN	ALABAMA	HUNTSVILLE AL P&DF
NATIONAL	SOUTHERN	ALABAMA	MOBILE AL P&DC
NATIONAL	SOUTHERN	ALABAMA	MONTGOMERY AL P&DC
NATIONAL	SOUTHERN	ARKANSAS	FAYETTEVILLE AR P&DF
NATIONAL	SOUTHERN	ARKANSAS	LITTLE ROCK AR P&DC
NATIONAL	SOUTHERN	DALLAS	DALLAS TX P&DC
NATIONAL	SOUTHERN	FORT WORTH	ABILENE TX P&DF
NATIONAL	SOUTHERN	FORT WORTH	AMARILLO TX P&DF
NATIONAL	SOUTHERN	FORT WORTH	LUBBOCK TX P&DF
NATIONAL	SOUTHERN	GULF ATLANTIC	AUGUSTA GA P&DF
NATIONAL	SOUTHERN	GULF ATLANTIC	GAINESVILLE FL P&DF
NATIONAL	SOUTHERN	GULF ATLANTIC	HOLT AVE ANNEX GA
NATIONAL	SOUTHERN	GULF ATLANTIC	JACKSONVILLE FL P&DC
NATIONAL	SOUTHERN	GULF ATLANTIC	PENSACOLA FL P&DC
NATIONAL	SOUTHERN	GULF ATLANTIC	TALLAHASSEE FL P&DF
NATIONAL	SOUTHERN	LOUISIANA	BATON ROUGE LA P&DC
NATIONAL	SOUTHERN	LOUISIANA	LAFAYETTE LA P&DF
NATIONAL	SOUTHERN	LOUISIANA	NEW ORLEANS LA P&DC
NATIONAL	SOUTHERN	MISSISSIPPI	GRENADA MS CSF
NATIONAL	SOUTHERN	MISSISSIPPI	GULFPORT MS P&DC
NATIONAL	SOUTHERN	MISSISSIPPI	HATTIESBURG MS PO
NATIONAL	SOUTHERN	MISSISSIPPI	JACKSON MS P&DC
NATIONAL	SOUTHERN	OKLAHOMA	OKLAHOMA CITY OK P&DC
NATIONAL	SOUTHERN	OKLAHOMA	TULSA OK P&DC

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Origination	Destination Area	Destination District	Destination Facility
NATIONAL	SOUTHERN	RIO GRANDE	CORPUS CHRISTI TX P&DC
NATIONAL	SOUTHERN	RIO GRANDE	EL PASO TX P&DC
NATIONAL	SOUTHERN	RIO GRANDE	MCALLEN TX PO
NATIONAL	SOUTHERN	RIO GRANDE	MIDLAND TX P&DF
NATIONAL	SOUTHERN	RIO GRANDE	SAN ANTONIO TX P&DC
NATIONAL	SOUTHERN	SOUTH FLORIDA	ROYAL PALM FL P&DC
NATIONAL	SOUTHERN	SOUTH FLORIDA	WEST PALM BEACH FL P&DC
NATIONAL	SOUTHERN	SUNCOAST	FORT MYERS FL P&DC
NATIONAL	SOUTHERN	SUNCOAST	MANASOTA FL P&DC
NATIONAL	SOUTHERN	SUNCOAST	MID-FLORIDA P&DC
NATIONAL	SOUTHERN	SUNCOAST	ORLANDO FL P&DC
NATIONAL	SOUTHERN	SUNCOAST	SEMINOLE FL P&DC
NATIONAL	WESTERN	ALASKA	ANCHORAGE AK P&DC
NATIONAL	WESTERN	ALASKA	JUNEAU AK PO
NATIONAL	WESTERN	ARIZONA	PHOENIX AZ P&DC
NATIONAL	WESTERN	ARIZONA	TUCSON AZ P&DC
NATIONAL	WESTERN	ARIZONA	WEST VALLEY AZ P&DC
NATIONAL	WESTERN	CENTRAL PLAINS	GRAND ISLAND NE P&DF
NATIONAL	WESTERN	CENTRAL PLAINS	LINCOLN NE P&DF
NATIONAL	WESTERN	CENTRAL PLAINS	NORFOLK NE P&DF
NATIONAL	WESTERN	CENTRAL PLAINS	NORTH PLATTE NE
NATIONAL	WESTERN	CENTRAL PLAINS	OMAHA NE P&DC
NATIONAL	WESTERN	CENTRAL PLAINS	WICHITA KS P&DC
NATIONAL	WESTERN	COLO./WYOMING	CASPER WY PO
NATIONAL	WESTERN	COLO./WYOMING	CHEYENNE WY P&DC
NATIONAL	WESTERN	COLO./WYOMING	COLORADO SPRINGS CO P&DC
NATIONAL	WESTERN	COLO./WYOMING	DENVER CO P&DC
NATIONAL	WESTERN	COLO./WYOMING	GRAND JUNCTION CO
NATIONAL	WESTERN	DAKOTAS	BILLINGS MT P&DC
NATIONAL	WESTERN	DAKOTAS	BISMARCK ND
NATIONAL	WESTERN	DAKOTAS	FARGO ND P&DC
NATIONAL	WESTERN	DAKOTAS	GRAND FORKS ND
NATIONAL	WESTERN	DAKOTAS	GREAT FALLS MT
NATIONAL	WESTERN	DAKOTAS	MISSOULA MT
NATIONAL	WESTERN	DAKOTAS	RAPID CITY SD P&DF
NATIONAL	WESTERN	DAKOTAS	SIOUX FALLS SD
NATIONAL	WESTERN	HAWKEYE	CEDAR RAPIDS IA P&DC
NATIONAL	WESTERN	HAWKEYE	QUAD CITIES IL P&DF
NATIONAL	WESTERN	HAWKEYE	WATERLOO PLANT IA
NATIONAL	WESTERN	NEVADA-SIERRA	RENO NV P&DC
NATIONAL	WESTERN	NORTHLAND	BEMIDJI MN P&DF
NATIONAL	WESTERN	NORTHLAND	DULUTH MN P&DF
NATIONAL	WESTERN	NORTHLAND	MANKATO MN P&DF
NATIONAL	WESTERN	NORTHLAND	MINNEAPOLIS MN P&DC
NATIONAL	WESTERN	NORTHLAND	SAINT CLOUD MN
NATIONAL	WESTERN	NORTHLAND	SAINT PAUL MN P&DC - NEW
NATIONAL	WESTERN	PORTLAND	BEND OR P&DF
NATIONAL	WESTERN	PORTLAND	EUGENE OR P&DF
NATIONAL	WESTERN	PORTLAND	MEDFORD OR
NATIONAL	WESTERN	PORTLAND	MT HOOD OR DDC
NATIONAL	WESTERN	SALT LAKE CITY	BOISE ID
NATIONAL	WESTERN	SALT LAKE CITY	PROVO UT
NATIONAL	WESTERN	SALT LAKE CITY	SALT LAKE CITY UT P&DC
NATIONAL	WESTERN	SEATTLE	SEATTLE WA DDC-EAST
NATIONAL	WESTERN	SEATTLE	SEATTLE WA P&DC
NATIONAL	WESTERN	SEATTLE	SOUTH WA DDC
NATIONAL	WESTERN	SEATTLE	TACOMA WA P&DC
NATIONAL	WESTERN	SEATTLE	WENATCHEE WA
NATIONAL	WESTERN	SEATTLE	YAKIMA WA MPO

Source: MIRS MMP Cycle Time Report

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6. Please detail the status and state the estimated timeframe to begin to “use [air] carrier-specific contractual requirements for on-time performance as the thresholds to monitor” air carrier performance.<sup>3</sup>

**RESPONSE:**

The Postal Service has developed performance reports to monitor air carrier performance. The air carrier performance reports are specific to each air network supplier and are based on the contractual performance requirements for that air carrier. The Postal Service has already begun to incorporate such requirements into contracts.

The USPS Network Operations team utilizes the air carrier performance report to monitor the air supplier's achievement of the performance requirements, facilitate discussion with the respective supplier in instances where the supplier is not meeting the performance requirement, and as an internal analytical tool to utilize the best performing suppliers for air transportation services.

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<sup>3</sup> Docket No. ACR2015, Responses of the United States Postal Service to Questions 1-20 of Chairman's Information Request No. 22, November 15, 2016, question 7.b.i.

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- 10.** Please refer to Library Reference USPS–FY16–11<sup>4</sup>, Excel file “USPS–FY16–11 STD flats.xlsx, tab: “COVERAGE FACTORS”, cell: K89. This cell references the following Excel file “Flats Mech Coverage FY16.xlsx.” Please provide the library reference number that contains this file. If the file is not provided in a FY 2016 ACR library reference, please provide the file.

**RESPONSE:**

The Excel file “Flats Mech Coverage FY16.xlsx” was inadvertently omitted from USPS-FY16-14. The file is attached to this response electronically, with the file name preserved to facilitate linkage.

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<sup>4</sup> Library Reference USPS–FY16–11, December 29, 2016.